UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/654,868	09/04/2003	Sanjay P. Lobo	93-03-014	4656

34279   7590   07/29/2008
DOCKET CLERK, DM/EDS
P.O. DRAWER 800889
DALLAS, TX 75380

EXAMINER
DANNEMAN, PAUL

ART UNIT	PAPER NUMBER
3627	

MAIL DATE	DELIVERY MODE
07/29/2008	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

	Application No.	Applicant(s)
Office Action Summary	10/654,868	LOBO ET AL.
	Examiner	Art Unit
	PAUL DANNEMAN	3627

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on _11 April 2008_.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) _1-21_ is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) _1-21_ is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

DETAILED ACTION

Response to Amendment

1.   This action is in reply to Applicant's response filed on 11 April 2008, to the first office action.

2.   Claims 5-9 have been amended to correct their dependency reference.

3.   All pending Claims 1-21 have been examined.

Response to the Arguments

4.   Applicant argues *"Claim 1 requires a number of specific components. The Examiner makes no attempt at all to show these specific components as taught or suggested by the art of record, and so fails to make a prima facie rejection."* The Examiner respectfully disagrees. Gullotta in at least Column 1, lines 10-14 discloses an invention relates to the administration of user accounts and resources and systems and processes for provisioning users with resources based on policies, roles, organizational information and attributes. Gullotta in at least Column 2, lines 41-44 further discloses that provisioning users based on policies which allow both "soft" and "hard" resources to be provisioned. Gullotta in at least Column 3, lines 1-9 further describes "soft" resources as including e-mail, voice-mail accounts, application programs, databases, files, folders, the Internet, Web pages, organizational Intranets, messages to third parties, digital certificates for enabling the user to access encrypted resources, the capability to order products over the internet, the ability to order a corporate credit card, access to financial services providers, and the like. Gullotta in at least Column 3, lines 9-15 further discloses "hard" resources as being comprised of telephones, computers, cellular telephones, pages, personal digital assistants, desks, chairs, file cabinets, other physical components, and the like. Gullotta still further discloses that multiple resources may be bundled in one or more groups, such that users may be provisioned with resource bundles. Examiner maintains that Claim 1 is properly rejected and remains rejected.

5.   Applicant further argues *"Claim 1 requires an order services management component..."* *Applicant further argues "Claim 1 also requires a services fulfillment management component."*

Gullotta in at least Column 5, lines 4-26 discloses the system 10 defining policies and provisioning services for users and providing requests, instructions, or other information to service providers or managed services computers related to providing services to the users, based on user requests, policies, roles, organizational information and attributes. Examiner maintains that Claim 1 is properly rejected and remains rejected.

6.   Applicant further argues *"Claim 1 also requires an assurance management component. Nothing in Gullotta teaches or suggests a user management component."* The Examiner respectfully disagrees; Gullotta in at least Fig. 1, Column 5, lines 27-34 discloses an Application Service Provider (ASP) organization that deploys, hosts and manages access to application to multiple parties (users) from a centrally managed facility. Gullotta in at least Column 6, lines 17-22 discloses a Customer Administrator with the ability to define and manage use of user roles and policies and may also define or change users, roles, and policies. Examiner maintains that Claim 1 is properly rejected and remains rejected.

7.   Applicant further *argues "Claim 1 also requires a financial management component. Gullotta describes that a managed service can include financial services, but not a financial management component in particular."* The Examiner respectfully notes that in at least FIG.1 and Column 7, lines 8-15 Gullotta discloses a Managed Service interface for Financial Services. Gullotta in at least FIG.1 and Column 7, lines 19-33 discloses a Third Party Service Provider interface where services from an external organization (financial service providers, etc.) may be provisioned through the system. Examiner maintains that Claim 1 is properly rejected and remains rejected.

8.   Applicant further argues *"Claim 1 also requires a business analytics management component. This is not taught or suggested at all by Gullotta."* The Examiner respectfully disagrees. Gullotta in at least Column 6, lines 57-67 discloses a Customer Datastore either as a database or directory managed by the system and containing customer relevant data (customer's organization, roles, account information, and user information, workflow information, audit logs, historical audit trail information, system state information, and information about remote services (Column 7, lines 1-3). Gullotta in at least Column 7, lines 4-18 further discloses a Managed Service interface for an

enterprise resource planning system (ERP) and a Human Resources (HR) system. Gullotta in at least Column 4, lines 40-67, Column 5, lines 1-35, Column 7, lines 53-67 and Column 8, lines 1-33 discloses functions (adding users, tracking users, access permissions, policies, roles, reports on operation and service usage, etc.) used by administrators/supervisors (CRM – customer relationship management) are available to the administrator/supervisor role to manage the users and resources of the system. Gullotta in at least Column 14, lines 30-45 discloses a B2B Server component for providing an interface to external systems and coupled to a Workflow Server. Gullotta in at least Column 12, lines 35-48 discloses a Workflow Engine executing and tracking transactions (status information of a transaction, such as a provisioning request) within the system. Examiner maintains that Claim 1 is properly rejected and remains rejected.

9.   Applicant further argues *"Finally, Claim 1 requires that all those components be simultaneously available to a user."* Gullotta in at least Column 4, lines 39-67 discloses that the system may run on a cluster of computers with multiple processors. Gullotta in at least Column 5, lines 35-57 further discloses that the system administrator may selecting the processors on which certain modules or applications of the system are deployed. Gullotta in at least Column 15, lines 34-61 further discloses that the system may spread over several processors, one processor either locally, in clusters to take advantage of load balancing algorithms and fail-over capabilities. Examiner maintains that Claim 1 is properly rejected and remains rejected.

10.   Applicant further argues *"Claim 4 requires several limitations regarding a resource inventory, including checking a resource inventory to determine if a system resource....is available to the user, assigning a system resource from the inventory to the user, and updating the resource inventory to indicate that the system resource was assigned to the user."* The Examiner respectfully disagrees. Gullotta in at least Column 6, lines 57-67 discloses a Customer Datastore either as a database or directory managed by the system and containing customer relevant data (customer's organization, roles, account information, and user information, workflow information, audit logs, historical audit trail information, system state information, and information about remote services (Column 7, lines 1-3). Gullotta in at least Column 7, lines 4-18 further discloses a Managed

Service interface for an enterprise resource planning system (ERP) and a Human Resources (HR) system. Gullotta in at least Column 19, lines 66-67 and Column 20, lines 1-29 still further discloses a list of resources provisioned to a user and the list maintained by the resource provisioning management system (RPM) and being updated based on a user's changing role or attribute and in at least Column 20, lines 35-67 still further discloses the user requesting additional resources and the associated approval / disapproval of the request. Examiner maintains that Claim 4, 10, and 16 are properly rejected as remain rejected.

Claim Rejections - 35 USC § 103

11.   **Claims 1-21** are rejected under 35 U.S.C. 103(a) as being unpatentable over Gullotta et al., US 6,947,989 B2 henceforth known as Gullotta.

Claims 1 and 3:

With regard to the limitations of a data processing server networked to at least one client data processing system and consisting of:

- ***Distributed System Resources and a System Resource allocation system;***

Gullotta in at least Fig.1, Fig.8, Column 1, lines 10-14 and Column 2 lines 37-40 discloses a distributed networked data processing system with client systems and a system resource provisioning system. Gullotta in at least Column 2, lines 41-44 further discloses that provisioning users based on policies which allow both "soft" and "hard" resources to be provisioned. Gullotta in at least Column 3, lines 1-9 further describes "soft" resources as including e-mail, voice-mail accounts, application programs, databases, files, folders, the Internet, Web pages, organizational Intranets, messages to third parties, digital certificates for enabling the user to access encrypted resources, the capability to order products over the internet, the ability to order a corporate credit card, access to financial services providers, and the like. Gullotta in at least Column 3, lines 9-15 further discloses "hard" resources as being comprised of telephones, computers, cellular

telephones, pages, personal digital assistants, desks, chairs, file cabinets, other physical components, and the like. Gullotta still further discloses that multiple resources may be bundled in one or more groups, such that users may be provisioned with resource bundles. Gullotta in at least Column 4, lines 32-38 discloses a network environment of one or more network servers, routers and other devices inter-connected via a local area network (LAN), the internet and / or a wide area network (WAN), and in lines 39-53 further discloses a system consisting of one or more processors or computers with the ability to provision users with resources based on policies, roles, organizational information and various attributes. Gullotta in at least Column 7, lines 4-18 further discloses a system with managed services which may comprise a network device with a resource provisioning management system (RPM), an operating system containing applications such as Human Resource System, Enterprise Resource Planning system, etc.

- *Order services management and fulfillment component,*

Gullotta in at least Column 5, lines 4-26 discloses the system 10 defining policies and provisioning services for users and providing requests, instructions, or other information to service providers or managed services computers related to providing services to the users, based on user requests, policies, roles, organizational information and attributes.

- *Assurance management component,*

Gullotta in at least Fig. 1, Column 5, lines 27-34 discloses an Application Service Provider (ASP) organization that deploys, hosts and manages access to application to multiple parties (users) from a centrally managed facility. Gullotta in at least Column 6, lines 17-22 discloses a Customer Administrator with the ability to define and manage use of user roles and policies and may also define or change users, roles, and policies.

- *Financial management component,*

Gullotta in at least FIG.1 and Column 7, lines 8-15 discloses a Managed Service interface for Financial Services. Gullotta in at least FIG.1 and Column 7, lines 19-33 discloses a Third Party Service Provider interface where services from an external organization (financial service providers, etc.) may be provisioned through the system.

- ***Business Analytics component,***

Gullotta in at least Column 6, lines 57-67 discloses a Customer Datastore either as a database or directory managed by the system and containing customer relevant data (customer's organization, roles, account information, and user information, workflow information, audit logs, historical audit trail information, system state information, and information about remote services (Column 7, lines 1-3). Gullotta in at least Column 7, lines 4-18 further discloses a Managed Service interface for an enterprise resource planning system (ERP) and a Human Resources (HR) system. Gullotta in at least Column 4, lines 40-67, Column 5, lines 1-35, Column 7, lines 53-67 and Column 8, lines 1-33 discloses functions (adding users, tracking users, access permissions, policies, roles, reports on operation and service usage, etc.) used by administrators/supervisors (CRM – customer relationship management) are available to the administrator/supervisor role to manage the users and resources of the system. Gullotta in at least Column 14, lines 30-45 discloses a B2B Server component for providing an interface to external systems and coupled to a Workflow Server. Gullotta in at least Column 12, lines 35-48 discloses a Workflow Engine executing and tracking transactions (status information of a transaction, such as a provisioning request) within the system.

- ***All components are simultaneously available to a user.***

Gullotta does not specifically disclose that all components are simultaneously available to a user, per se. However, Gullotta in at least Column 4, lines 39-67 discloses that the system may run on a cluster of computers with multiple processors. Gullotta in at least Column 5, lines 35-57 further discloses that the system administrator may selecting the processors on which certain modules or applications of the system are deployed. Gullotta in at least Column 15, lines 34-61 further discloses that the system may spread over several processors, one processor either locally, in clusters to take advantage of load balancing algorithms and fail-over capabilities. Therefore, it would have been obvious, at the time of the invention, to one of ordinary skill in the art that Gullotta's system resource provisioning system whose services can be provisioned across a cluster of computers with multiple processors or over a single system with multiple processors

with load-balancing and fail-over capabilities is utilizing an multi-user operating system which allows numerous users to simultaneously access multiple resources (Wikipedia.org).

Claim 2:

With regard to the limitation:

- ***User is able to manage all aspects of services available to the user on the client system.***

Gullotta in at least Column 5, lines 65-67 and Column 6, lines 1-8 discloses a Customer End-User having access to resources in accordance with policies put in place by the customer. The Customer End-User is typically authorized to perform self-administration of their personal and account information. Gullotta in at least Column 10, lines 64-67 further discloses that depending on the access level of the user, different areas of the organization's data hierarchy can be viewed or modified by the user.

Claims 4-9, 10-15 and 16-21:

With regard to the limitations:

- ***System Resource Provisioning feature.***

- ***Hardware, software, system, reconfiguration and a log.***

Gullotta in at least Fig.1, Fig.2 and Column 8, lines 51-62 discloses a system used to manage the provisioning of a variety of services or resources to users. Gullotta in at least Column 15, lines 25-31 further discloses the provisioning and de-provisioning services modules including the policy engine, workflow engine, logging, email, authentication and authorization modules as well as data services modules. Gullotta in at least Column 15, lines 46-61 still further discloses system resources such as applications, modules or groups of modules that may be provided in software form, hardware, firmware or any combination thereof and the administering of their strategic deployment to meet the organization's performance and security needs.

Gullotta in at least Column 6, lines 57-67, and Column 7, lines 1-3 discloses audit logs, historical audit trail information, information about remote services and system state information maintained in a database. Gullotta in at least Column 19, lines 66-67 and Column 20, lines 1-20 still further discloses a list of resources provisioned to a user and the list maintained by the resource provisioning management system (RPM) and being updated based on a user's changing role or attribute and in at least Column 20, lines 35-67 still further discloses the user requesting additional resources and the associated approval / disapproval of the request.

Gullotta in at least Column 7, lines 4-18 further discloses a Managed Service interface for an enterprise resource planning system (ERP) and a Human Resources (HR) system.

Therefore, it would be obvious, at the time of the invention, to one of ordinary skill in the art that Gullotta's System Resource Provisioning for hardware, software and other system resources features and the logging of those changes maintains an inventory of the available resources and the users who have access to those resources.

Conclusion

12.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

13.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to PAUL DANNEMAN whose telephone number is (571)270-1863. The examiner can normally be reached on Mon.-Thurs. 6AM-5PM Fri. off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Florian Zeender can be reached on 571-272-6790. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/F. Ryan Zeender/
Supervisory Patent Examiner, Art Unit
3627

/Paul Danneman/

Examiner, Art Unit 3627

22 July 2008